GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:497
ANSWERED ON:20.07.2016
Maintenance of Display System
Patil Shri Chandrakant Raghunath

Will the Minister of URBAN DEVELOPMENT be pleased to state:

Will the Minister of URBAN DEVELOPMENT be please to state:

(a) Whether display systems on the platforms of Metro Stations are not working properly in many stations;

(b) if so, the details thereof and the reasons therefor;

(c) the number of complaints received during last six months and corrective steps taken in this regard along with details of inbuilt mechanism to be adopted to detect such lapses before complaints are received from users;

(d) whether the Government proposes to upgrade the system to inform the users of the timing and destination of the next train as well as quick information about disruptions and alternate routes to avoid inconvenience to passengers as being done in some foreign countries particularly London Tubes; and

(e) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT
(RAO INDERJIT SINGH)

(a)& (b): Delhi Metro Rail Corporation (DMRC) has informed that as on date, out of 636 display panels, only 33 panels are not working due to electronics hardware component failure. The other metro corporations which are being implemented on 50:50 Joint venture of Government of India and respective State/UT Government have informed that the display systems on the platforms are working properly.

(c): During the last six months, DMRC had received 103 complaints and all the complaints have been addressed except for the electronics hardware component. Chennai Metro has informed that only 3 complaints were received and attended to.

DMRC has further informed that, in case of hardware / software failure, the repair activities are done either in in-house lab or through external agencies. Regular preventive maintenance and log monitoring is done to detect and correct such failures. However, it is ensured that at least one display is working in every platform.

(d): No Madam.

(e): Does not arise.

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